

STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of General Services		Telecommunications Division Sacramento, California
Category: Telecommunications Systems & Services	Chapter Title: Ordering Voice/Data Network Products, Equipment or Services	Chapter Number: 0799.1
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PURPOSE

To provide information, and the forms and instructions to order voice and data network products/equipment and services.

POLICY

Agencies must submit a Telecommunications Service Request form ([STD. 20](#)) to request telecommunications **services**, regardless of the vendor and procurement vehicle [e.g. California Integrated Information Network ([CALNET](#)) Master Contract, Telephone Utility service provider, California Multiple Award Schedule ([CMAS](#)), Master Services Agreement (MSA), etc.] A STD. 20 and a Contract/Delegation Purchase Order form ([STD. 65](#)) must be submitted when ordering telecommunications **products or equipment**.

RESPONSIBILITIES

- **Chief Agency Telecommunications Representative ([CATR](#))/ Agency Telecommunications Representative ([ATR](#))**
 - Ensure that STD. 20 and STD. 65 requests meet agency needs, and follow state law and policy as outlined in the State Telecommunications Management Manual ([STMM](#).)
 - Develop and sign STD. 20s.
 - Review, edit, approve, and sign STD. 20s if prepared by other agency personnel.
 - Develop/review/sign STD.65s as designated by the agency.
 - Submit the STD. 20s and STD. 65s to the appropriate vendors as outlined in the procedures below.
 - Follow up to ensure vendor completes the requested orders and that invoices are accurate
- **Vendor representatives**
 - Assist customers with the right selection of products and services.

- Receive and process STD. 20s and STD. 65s.
- Provide the services and products as ordered.
- **Department of General Services – Telecommunications Division – Office of Network Services (DGS-TD-[ONS](#)) Customer Account Manager ([CAM](#))**
 - Serve as a resource for information about telecommunications products, equipment, and services (e.g. on the CALNET contract and other related purchasing vehicles.)
 - Review and evaluate customer requests for exemption from mandatory use of the CALNET contract and requests for delegation of project authority. See STMM Chapters [0400.0](#) and [0401.0](#).
 - Act as a liaison between customers and vendors to assist/advise customers in purchasing appropriate products and services to meet customer business needs.
 - Resolve or elevate issues of customer concern.

PROCEDURES

1. The CATR/ATR completes/authorizes a STD. 20, and a STD. 65 as needed, to acquire telecommunications products, equipment, or services. See Appendixes below for the forms and instructions.
2. The CATR/ATR provides technical assistance and review if other agency staff prepare the forms to ensure that the request is appropriate, accurate, and complete; and, will also sign these STD. 20 requests.
3. The CATR/ATR faxes the STD. 20 and STD. 65 forms for CALNET products/equipment, or the STD. 20 for services to the Customer Sales Support Center at 1-888-371-0200.
4. For STD. 20 requests to use the DGS–TD-ONS [Telecommunications Consulting MSA](#), the ATR faxes the form to the ONS at 916-657-9129, Attention: Consulting Contract Manager.
5. All other STD. 20s/STD. 65s for telecommunications products, equipment, and services should be faxed directly to the respective vendors/providers.
6. If not sure where to send the forms, or for information and assistance in completing the forms, call the DGS-TD-ONS at 1-800-807-6755 or 916-657-9903, and ask to speak to a Customer Account Manager.
7. Vendor invoices for products and services should be reviewed and validated once the purchase/installation process has been completed.

APPENDIX

1. [Telecommunications Service Request Form](#) (STD. 20)
2. [Telecommunications Service Request Form Instructions](#)
3. [Contract/Delegation Purchase Order](#) (STD 65) and Instructions

4. [CATR/ATR Responsibilities/Duties](#) (*see STMM Chapters 0200.0 and 0201.0*)

AUTHORITY AND REFERENCES

[SAM 4540](#): Telecommunications Division Services